



MassDEP

Drinking Water Program

One Winter Street – 5th Floor; Boston, MA 02108

Program.Director-DWP@state.ma.us or 617-292-5770



Drinking Water Program Updates

2018-01-19

This week's program director email has these topics of interest:

1. EPA's Annual Evaluation
2. LCR Tip for Public Education and Transparency
3. Awards Day 2018
 - Distinguished Operator Award
 - Source Water Protection Award
 - STAR L Award
4. Fix-a-Leak Week
5. EPA's Preparedness and Response Tools
6. Training

EPA's Annual Evaluation

The MassDEP Drinking Water Program continues to achieve creditable performance based on EPA National Water Program Measures. The US Environmental Protection Agency Region 1 conducted an annual evaluation of the MA FY2017 Public Water System Supervision program on July 25, 2017. MassDEP regulates 1677 public water systems serving 6,812,000 citizens of Massachusetts. These water systems are composed of 523 community water systems, 260 non-transient non-community water systems, and 894 transient water systems. According to the USEPA National Program measures the Massachusetts program exceeded national targets in the following categories in 2017:

- Percent of the population served by community water systems that receive drinking water that meets all applicable health-based drinking water standards through approaches including effective treatment and source water protection.

- Percent of community water systems that meet all applicable health-based standards through approaches that include effective treatment and source water protection.
- Percent of "person months" (i.e. all persons served by community water systems times 12 months) during which community water systems provide drinking water that meets all applicable health-based drinking water standards.

See frequently asked questions about drinking water in Massachusetts <https://www.mass.gov/service-details/safe-drinking-water-in-massachusetts> .

LCR tips for public education and transparency

The Lead and Copper Rule (LCR) is one of the most complicated drinking water regulations for states and public water suppliers (PWS) to implement. Transparency and public education are a key component of this rule, and current requirements like the annual Consumer Confidence Report and Public Notification aim to ensure public confidence in the safety of public drinking water. However, there are some challenges to providing LCR public education. For instance, information on lead in drinking water can be confusing for the public, particularly results in comparison to the action level, and intensive public education only occurs after a problem has been identified. To improve public education and transparency, Public Water Systems (PWS) can establish an **ongoing** method of providing information to the public on lead in drinking water. This information could be posted on their Town's website, shared via social media, provided with the consumer's water bill, distributed at local schools or other public locations, or through the PWS holding open meetings or information-sharing sessions to answer questions from residents and businesses.

These meetings or information sessions could include the local Board of Health (BOH), a local doctor/public health teacher, and the PWS to answer questions. The information could incorporate the following topics:

- an overview of the lead in drinking water issue and other general information about lead in drinking water
- local municipality specific information:
 - Do lead lines exist in the community, if so where?
 - How does corrosion control address lead in drinking water?
 - What can consumers do to reduce their risk of exposure?
 - What is the PWS' short and long term plan to address any current or potential issue (if there is one)?
 - What is a Lead Action Level (AL) and why is it different from a Maximum Contaminant Level (MCL)?

- Have any systems in their community exceeded the AL and what does that mean for consumers, and what is the likelihood of a repeat incident?

Other lead in drinking water topics could come from the invited speakers. This type of routine information sharing opportunity could be used to keep the community knowledgeable other public drinking water issues in addition to lead. For additional tips on LCR please contact program.director-dwp@state.ma.us .

Drinking Water Awards Day 2018

National Drinking Water Week this year is May 6 through the 12, 2018. Massachusetts Drinking Water Awards Day Celebration is May 8, 2018 at the State House. On Drinking Water Day we celebrate the people who have worked tirelessly throughout the year to supply clean and safe water to the citizens of Massachusetts. Operators, administrators, supervisors, chemists, laborers...everyone who is part of the system works 365/24/7 to provide clean and safe drinking water for all and we thank you for your hard work.



Besides the compliance awards given to systems who work hard at having the best compliance records, we also award others for their exemplary work. Below are three award categories, for which you can nominate a system/person. In addition there are 2 other awards that do not need nominations; the Energy Conservation Award and the Water Conservation Award. These awardees will be chosen from state database information.

More information on these awards will be posted soon on the website.

Distinguished Operator Award

Do you know of a drinking water operator that went above the call of duty, prevented a catastrophe from happening, or has done an all-around superb job? We want to hear from you. Last year was the first Distinguished Operator Award and we plan to award another operator this year. To nominate an operator simply write a narrative about what that person has done in 2017 and send it to Program.Director-DWP@state.ma.us . Several water organizations along with MassDEP will choose the awardee based on the operator's merits.

Source Water Protection Awards

Source Water Protection awards are given out annually at Drinking Water Day to Massachusetts Public Water Systems that demonstrate good planning and implementation of projects that

protect their wells, reservoirs, or river intakes and/or incorporate good source water protection into their day-to-day work.

For the 2018 awards, we are offering PWSs the opportunity to let us know the great work that they conducted in 2017. Please send a brief description of your source water protection projects or other work to program.director-dwp@state.ma.us. If you have any questions, please use the same email address or call us at 617-292-5770.

We look forward to hearing from you.

STAR L Award

The STAR L Award (Systems Taking Action to Reduce Lead) is being resurrected this year. In the past this award was given to a PWS and school or child care facility who worked in tandem to eliminate or reduce lead in school drinking water. This year is no different. We will be asking for nominations soon so please look for more information on this award in a forthcoming Pdirector email and soon to be on the web.

Annual Fix-a-Leak Week

Take 10 During the 10th Annual Fix-a-Leak Week

Did you know that water-wasting leaks could be putting a drain on your home's water use and utility costs? From March 19 through 25, 2018, celebrate the [10th annual Fix a Leak Week](#) by finding and fixing household leaks, which can help save approximately 10 percent on your water bills. Even if you only have 10 minutes to spare, you can get started chasing down leaks and reducing water waste with a few simple tips.



Warm Up to Winter Water and Energy Savings

This winter, whether you call a house, apartment, or condo "home," kitchens and laundry rooms are a great place to start saving water, as well as the energy needed to heat that water. In addition to fixture and appliance retrofits, simple behavior changes can help save water used for washing clothes, cleaning dishes, and cooking during the colder months. [These tips](#) will help you melt away high utility costs and give water and energy waste the cold shoulder.



For more information on the 10th Annual Fix-a-Leak Week and water efficiency partnerships and products please visit the EPA [WaterSense website](#) and subscribe to the *WaterSense Current*, a quarterly newsletter dedicated to news and events related to WaterSense.



EPA's Preparedness and Response Tools



[Extreme Cold and Winter Storms Incident Action Checklist](#)

Use this "rip and run" checklist to respond to and recover from winter storm impacts in your area. The checklist outlines key actions that can be taken to mitigate impacts and protect your community's water supply.



[Response On-The-Go Mobile Application and Website](#)

EPA's new mobile app for iPhone and Android helps response personnel and water utility operators access key response information - including severe weather watches and warnings, emergency contacts, emergency checklists, damage assessment forms, and Incident Command System (ICS) resources - on your mobile device during an emergency.



[Power Resilience Guide for Water and Wastewater Utilities](#)

This interactive, user-friendly guide contains best practices, case studies, and key resources for developing power resilience. The Guide can help utilities continue to provide their vital services even when there are power outages due to unexpected weather events, such as ice storms.

Training

When you need training please look at the training calendar located at:

<http://www.mass.gov/eea/agencies/massdep/water/drinking/drinking-water-training-class-schedules.html> for upcoming trainings.

If you need a refresher on recently given trainings, you can review several training videos located at:

https://www.youtube.com/playlist?list=PLn2AKOcYr7lutGJB-UfDKtQPF_o_249m .

MassDEP is sending this important drinking water information to all PWS responsible persons who are listed on the state database. If you are no longer the correct responsible person for the PWS please reply with the correct contact information. MassDEP needs one responsible contact person from each PWS.

Operators, consultants, and others who are interested in Drinking Water Program updates are encouraged to request to be subscribed to this email list. You may also request to be unsubscribed by replying to this email.

This MassDEP Program Director technical assistance email is funded by the Safe Drinking Water Act Assessment (Section 70) Program. The Assessment is paid by all consumers of public water in Massachusetts and is collected by public water systems. For more information about the Assessment Program, go to

<http://www.mass.gov/eea/agencies/massdep/news/advisory-committees/safe-drinking-water-act-assessment-advisory-committee.html>.